

**County of Los Angeles  
Board of Supervisors**



- ❖ Please call the **Agricultural Commissioner/ Weights & Measures Department** if you were overcharged by a scanner and want to file a complaint: **800-665-2900**.

You can also visit our website for more information at <http://acwm.co.la.ca.us>, or e-mail us your complaint at [scanners@acwm.co.la.ca.us](mailto:scanners@acwm.co.la.ca.us).

- ❖ You can call the Department of Consumer Affairs to file a complaint regarding false or deceptive advertising: **800-593-8222** (within Los Angeles County), **213-974-1452** (from outside Los Angeles County).

Our complaint form and additional consumer information are also available on our website at: <http://consumer-affairs.co.la.ca.us>.

**Gloria Molina**  
First District

**Yvonne Brathwaite-Burke**  
Second District

**Zev Yaroslavsky**  
Third District

**Don Knabe**  
Fourth District

**Michael D. Antonovich**  
Fifth District


**Pastor Herrera, Jr.**  
Director  
Department of Consumer Affairs  
500 W. Temple St., Room B-96  
Los Angeles, California 90012  
800-593-8222 (within Los Angeles County)  
213-974-1452 (outside Los Angeles County)

**Cato R. Fiksdal**  
Agricultural Commissioner/  
Director of Weights & Measures  
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Arcadia, California 91006  
800-665-2900

**Be a  
Smart  
Shopper**

**Save Money,  
Time, and  
Effort**

*October 2002*



Computers may not make mistakes, but people programming them sometimes do. During a recent survey, Weights and Measures inspectors were overcharged by store scanners on more than one out of ten items they purchased at retail and grocery stores!

To protect consumers, the Los Angeles County Board of Supervisors passed an ordinance that increases the number of inspectors monitoring scanner accuracy, sets up a toll-free number for consumers to report overcharges, and requires stores to post the toll-free number near the checkout stand. Under this new law, stores that are repeat offenders for overcharging consumers must also post conviction notices on the front of their store. Los Angeles County stands by your right to receive the lowest advertised, posted, or quoted price. Smart shoppers can prevent overcharges and save money by following these tips:

### **SCANNER PRICING:**

The price a scanner charges you is only as accurate as the price the store puts in the computer. If a price isn't entered correctly into the computer,

the scanner will charge you the wrong price. Here are some helpful tips when shopping at a store that uses a scanner:

- ☐ Pay attention to the cash register display screen to make sure you are charged the correct price.
- ☐ Immediately point out any overcharges to the cashier.
- ☐ Check your receipt for overcharges or other errors before you leave the store. Report errors to the manager or customer service desk.
- ☐ Report overcharges to the Weights and Measures Department. Their toll-free number is posted on yellow signs near the checkout counter.
- ☐ Ask about the store's policy on overcharges. Some stores will give you the item for free or offer you a discounted price.

### **SALES AND ADVERTISING:**

You have the right to buy items at the lowest advertised, posted, or quoted price. Be aware of these tips to insure that you get the right price:

- ☐ Stores cannot advertise in a false or misleading manner. Report

false advertising to the Department of Consumer Affairs.

- ☐ Stores are required to have enough of an advertised item available on the day of the sale to meet a reasonable customer demand. Report stores that are constantly out of sale items to the Department of Consumer Affairs.
  - ☐ Stores cannot limit how many of an advertised item you can buy unless the advertisement clearly states the number that will be sold to each customer.
  - ☐ Just because an item is on sale does not necessarily mean you will not find it cheaper elsewhere.
  - ☐ To save time and trouble, you may want to call a store before you go there to be sure an advertised item is still available.
  - ☐ When buying an expensive item, ask the store if their policy entitles you to a refund of the difference if the item goes on sale in the near future.
  - ☐ Check refund and return policies for items on sale. Stores may have different policies for discounted items.
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